OUR SHARED VALUES

The Nolan Principles: **Selflessness, integrity, objective, accountability, openness, honesty, leadership**. *CITB NI values support the Nolan Principles.*

Teamwork – we work together as one team

Integrity – we are honest and consistent

Professionalism – we strive to deliver the highest quality service

Learning – We learn, improve and support others to do the same

Teamwork

Behaviours which demonstrate Teamwork	Behaviours which do not demonstrate Teamwork
Co-operating & supporting one another	Undermining your team
Using effective communication skills	Cutting yourself off from colleagues
Helping others and building relationships	Failing to acknowledge other people's views
Harnessing everyone's skills and strengths	Thinking your work is more important and failing to see the value in other people's work

Integrity

Behaviours which demonstrate Integrity	Behaviours which do not demonstrate Integrity
Honouring the commitments and promises you make	Avoiding taking responsibility
Following up statements with action	Blaming others for your own mistakes
Tackling difficult issues and confronting problems	Revealing confidential information inappropriately
Owning up and dealing with your own mistakes	Behaving inconsistently

Professional

Behaviours which demonstrate being Professional	Behaviours which demonstrate being Unprofessional
Demonstrating ethical behaviour at all times	If you can't say it to their face – don't say it!!
Maintaining your poise – keep calm and carry on!	Losing your temper, being rude or patronising
Maintaining clear, polite and empathetic communication with others	Being disorganised
Treat others the way you expect to be treated yourself	Failure to maintain professional boundaries

Learning

Behaviours which demonstrate Learning	Behaviours which do not demonstrate Learning
Sharing knowledge and learning from one another	Assume you have nothing else to learn
Taking ownership for your own learning & skills development	Thinking the way we have always done it works fine
Continually reviewing what we do to make improvements – learning from our mistakes	Expect someone else to take responsibility for your own learning and development
Encourage and support others to learn – provide feedback	Failing to accept and act on constructive feedback